

# Specification of Competency Standards of the Retail Industry

## Unit of Competency

### Functional Area: Store Operations

|            |   |
|------------|---|
| Title      | Monitor repair services   |
| Code       | 105150L4  |
| Range      | This unit of competency (UoC) is applicable to staff responsible for property and facility management in the retail industry. It covers the abilities to perform skilled tasks, monitoring and judgement and may involve non-routine activities; master the content of repair services contract; regularly monitor and review the service quality and performance of the repair contractor so as to ensure that the established standard and contract terms of service are met.   |
| Level      | 4   |
| Credit     | 6 (for reference only)  |
| Competency | <p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Knowledge of facility management <ul style="list-style-type: none"> <li>• Master the corporate policy and guidelines related to property and facility management</li> <li>• Understand repair service contract management and negotiation skills</li> <li>• Understand the terms and conditions of repair service contract, including: <ul style="list-style-type: none"> <li>• Repair schedule</li> <li>• Repair and maintenance service requirements</li> <li>• Service standard and agreement</li> <li>• Service guarantee and pledge, etc.</li> </ul> </li> <li>• Understand the items and standards for store repair services, e.g.: <ul style="list-style-type: none"> <li>• Lifts and escalators</li> <li>• Fire service equipment</li> <li>• Electrical equipment</li> <li>• Windows, display facilities and signboards</li> <li>• The building, etc.</li> </ul> </li> <li>• Understand the legislations related to property and facility management, e.g.: <ul style="list-style-type: none"> <li>• Building Management Ordinance</li> <li>• Electricity Ordinance</li> <li>• Public Health and Municipal Services Ordinance</li> <li>• Fire Safety Ordinance</li> <li>• Lifts and Escalators (Safety) Ordinance</li> <li>• Occupational Safety and Health Ordinance</li> </ul> </li> <li>• Understand the skills for monitoring and inspecting the quality of repair services</li> </ul> </li> <li>2. Monitor repair services <ul style="list-style-type: none"> <li>• Arrange the repair contractor to carry out routine and regular inspection and repair according to the established repair service contract terms and the legal requirements related to facility management</li> <li>• Monitor the service performance and quality of the repair contractor to ensure that the contract terms prescribed are met, including: <ul style="list-style-type: none"> <li>• Service efficiency <ul style="list-style-type: none"> <li>• Arrive at the specified time</li> <li>• Finish the repair service within the specified time</li> </ul> </li> <li>• Repair quality and standard <ul style="list-style-type: none"> <li>• Meet the established standard</li> <li>• Meet the legal requirements</li> </ul> </li> <li>• Equipment and materials used for repair comply with the legal requirements and standard</li> <li>• Provide qualified repairers, e.g. electrical workers</li> <li>• Provide repair service reports</li> <li>• Contingencies and arrangement in case of emergency</li> </ul> </li> <li>• Regularly review and assess the influence on business operation and customers when a repair service is in progress, and formulate an appropriate repair schedule</li> <li>• Review the repair service quality with the repair contractor regularly and give improvement suggestions</li> </ul> </li> <li>3. Exhibit professionalism <ul style="list-style-type: none"> <li>• Monitor the repair services in progress to ensure that the repair contractor complies with the Occupational Safety and Health Ordinance</li> </ul> </li> </ol> |

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|------------------------|---|
| Assessment<br>Criteria | The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none"><li>• Monitor the service performance and quality of the repair contractor according to the content and terms of the repair service contract to ensure that the established standard and service level are met; and</li><li>• Communicate properly with the repair contractor and give appropriate feedback and suggestions to help the repair contractor complete the repair work and meet the service standard.</li></ul> |
| Remark                 |   |